**Skills:** *Languages/Scripts*: C#, Java, JavaScript, JQuery, CSS, HTML, XHTML, SQL, PHP, C/C++, Scheme, Python

*Development Applications/Frameworks*: MS Visual Studio, MS SQL Server Management Studio, ASP, .NET Framework, Tortoise SVN, GIT, Adobe Photoshop, Ektron CMS, Adobe Contribute CMS, Eclipse IDE, TextPad, Sublime Text, VIM, MyPhpAdmin, MySQL, Mercurial Source Control Management (SCM), Visual Log Parser, Rational XDE Tester, DropBox, SparkleShare, Microsoft Office: Word, Excel, and Access

*Design/User Experience Applications/Frameworks:* Bootstrap, Balsamiq, Paint.NET, GIMP, Selenium Web Automation Tester, Violet UML, Adobe Photoshop, Adobe Dreamweaver, MS Visio, Microsoft Office Publisher

*Platforms*: Windows: 10, 8, 7, Vista, XP, 2000; Android; UNIX

**Employment**

**History:** *Application System Analysts – NAU ITS Flagstaff, AZ Feb 2014 – Present*

* + - * Resolved technical and software-related issues submitted by clients
      * Collaborated with teammates to edit, modify, and add additional functionality to public and admin web pages
      * Receptively and effectively learn emerging software applications to develop and present robust web applications
      * Occasionally stepped into Designer role to evaluate and execute user interface components for projects
      * Collaborated with Designer team to ensure the user experience was well planned and cohesive
      * Interviewed, trained, and mentored Apprentice Programmers in system complexities and coding standards
      * Interviewed, trained, and mentored Apprentice Testers in testing standards, QA, and accessibility

*Computer Programmer, Assistant – Extended Campuses, NAU Flagstaff, AZ Nov 2011 – Jan 2014*

* + - * Resolved technical and software-related issues submitted by clients
      * Collaborated with teammates to edit, modify, and add additional functionality to public and admin web pages
      * Assisted co-workers with questions, coding issues, and development processes. Including training in Ektron CMS
      * Mentored and assisted student workers about system complexities and coding standards
      * Collaborated with Designers to transition outdated web sites to responsive web sites

*Student Worker Web Programmer – Extended Campuses, NAU Flagstaff, AZ Nov 2010 – Nov 2011*

* + - * Resolved technical and software-related issues submitted by clients
      * Collaborated with teammates to edit, modify, and add additional functionality to public and admin web pages
      * Generated reports based on web entry log files
      * Used Visio Studio to generate graphical mapping of network system
      * Designed and proposed new database scheme to integrate into existing web application

*Information Technologies Specialist – W.L. Gore & Associates, Inc. Flagstaff, AZ May 2010 – August 2010*

* + - * Learned the procedure of dispatching to and responding to automated error response system
      * Diagnosed computer issues, imaged computers, transitioned associates workstations, and assisted associates
      * Performed maintenance of electronic equipment

*Level 2-Software Engineer Co-op – IBM Tucson Tucson, AZ May 2008 – August 2008*

* + - * Diagnosed technical issues of DFSMS Partitioned Data Sets Extended (PDSE) from IBM clients
      * Learned the procedure of dispatching to a Problem Management Record, a customer submitted problem record
      * Cooperatively worked with team member to evaluate and resolve errors in department notification programs
      * Collaborated, remotely, with other IBM Employees from Poughkeepsie, NY and Raleigh, NC

*GUI Automation Tester Intern – IBM Tucson Tucson, AZ May 2005 – August 2005*

* + - * Ensured the GUI for a web-based server site executed flawlessly by using and testing with Rational XDE Tester
      * Supervised over colleague’s education over Java coding and Rational XDE Tester software
      * Presented Rational XDE Tester software to managers and co-workers alongside colleague

**Education:** Bachelor of Science: Computer Science – Northern Arizona University Flagstaff, AZ May 2012

**Interest:** Studying and understanding user interface principles to integrate the ideals of functionality and design. Develop and modify program applications with efficient functionality. Apply/develop program applications and web pages with aesthetic design practices. Develop marketing materials and design elements.

April 2, 2018

Director of Enterprise Information Services  
Northern Arizona University  
Flagstaff, Arizona 86011

To the Director of Enterprise Information Services:

My name is Talbert Tso; I am currently employed as an Application Systems Analyst (ASA) for Northern Arizona University Information Technology Services (NAU ITS). I am writing to you today to express my interest in the Web Design Team Lead position. I believe my prior experiences as a team member on multiple projects for the Application Development Team provide me with an insight on how I can best communicate effectively as a team leader to members and provide a support system that will aid them to be effective employees. In addition, I believe my passion for User Experience/User Interface design qualifies me to guide NAU web projects in a direction for efficient functionality with aesthetic design.

With four years' experience as an ASA, two years as Computer Programmer, Assistant, and one year as a student worker, I have worked more than 7 years for the same department at NAU – Extended Campuses, later known as the Application Development Team. Over this time, I saw the changes in project management and project development processes. I have gained experience with Agile, Rapid Prototyping, and Waterfall software development models. In addition, I have experience with Scrum and Kanban frameworks. With this knowledge, and communication with the clients/stakeholders, I believe that I can choose the most effective and efficient development model and project framework to complete web design projects.  
  
During my time at Extended Campuses, I worked to maintain and develop new enterprise web sites and web applications. I also worked on many teams to help develop such projects as: re-engineering Extended Campuses public web sites, Personalized Learning, PL Extended public web sites, State Compliance, and Enlightenment Portal. I also maintained, supported, and did development work for the Extended Campuses Admin site. Each project/task was managed by a project lead/business analyst that would be the contact for the client/end user/stakeholder. It was their responsibility to work with the developer or team of developers to ensure progress toward completion in two month cycles. A team of developers could consist of equal peered full-time staff developers or a single full-time staff developer and a team of student worker Apprentice Programmers. As an ASA and for some projects/tasks, I fulfilled this role as the full-time staff developer with a team of Apprentice Programmers. In this position, I was responsible for mentoring, educating, and ensuring code quality assurance of the Apprentice Programmers code development. In addition, as employment of student workers changes every semester, I learned how to communicate and work with a diverse pool of students from different backgrounds.

During my time as a Computer Science student, I attended a course on Advanced User Interfaces. It was during this course that I realized my passion for User Interfaces and User Experience development. I learned that the way a user interacts with your web application/web site can affect their trust in your company and continued business. This course taught me the values and benefits of project development models and the importance of developing a well thought out project timeline. One aspect to a project timeline that has always stayed with me is the importance of testing. Proper and thorough testing can improve the quality of a product and set your company apart from similar, available competition. This is something I have pushed for in all development projects with Extended Campuses. In addition, I have always pushed for clean and well thought out layouts for web application/web sites. For many projects, I would volunteer to be the first to scaffold a website. The idea to scaffolding is to ensure no real estate to a web site or application is wasted or intrudes on the end user’s experience. In the Extended Campuses project timeline, this was something the design team would approach first and deliver to developers. However, for the State Compliance and other smaller projects there was no assigned designer and I stepped up to the position to fulfill this role.

In summary, I believe that my many years of experience developing for NAU have given me a proper skill set to lead a team. And my desire for clean well thought out web sites/applications will benefit NAU’s web presence.

Sincerely,

Talbert Tso

**References:** **Jason Robinson**

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